

“This is only a **preview** of the exam questions. To take the actual exam, please refer back to the bulletin and click on the ‘Click here to go to the Internet Exam’ link at the bottom of the bulletin.”

## ***Data Processing Manager I & II (1 – 37)***

## ***Data Processing Manager II (38 – 67)***

***Use the following scales to rate Questions 1 through 24:***

### ***Years of Experience:***

- ***More than 5 years experience performing this task***
- ***Over 3 years to 5 years experience performing this task***
- ***1 to 3 years experience performing this task***
- ***Under 1 year experience performing this task***
- ***No Experience/Training***

### ***Level at which the task was performed:***

- ***Supervised and/or trained others on task***
- ***Performed task as a lead or as an expert***
- ***Worked independently on task***
- ***Worked under direction on or assisted with task (e.g., managers, leads, instructors)***
- ***Not performed***

1. Reviewing, making decisions, and providing guidance on problem analysis and resolutions to ensure uninterrupted delivery of services.

2. Reviewing and maintaining procedures in compliance with policies, guidelines, and industry standards.

3. Coordinating project or service delivery activities with stakeholders to ensure efficient and timely delivery of services.

4. Conducting or consulting in management planning activities such as budget, staffing, resource allocation, and prioritization.

5. Conducting the initiation, planning, analysis, design, development, testing, and implementation of products and services in accordance with industry best practices.

6. Leading teams to restructure processes and procedures within the department to improve the overall efficiency of services.

7. Providing input to the development, administration, and execution of Disaster Recovery Plans to protect resources and continue to provide critical IT services in the event of a disaster.

8. Managing the IT components of the department’s business continuity plan.

9. Prioritizing and managing project activities and resources to ensure alignment with organizational goals and objectives.

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10. Developing budget and resource management plans to meet departmental goals.

11. Developing and implementing organizational goals, objectives, policies, and IT initiatives to establish a framework for strategic organizational objectives.
12. Developing and implementing organizational processes and procedures.
13. Developing statements of work containing technical requirements, business requirements, tasks, performance standards, deliverables, evaluation criteria to meet operational and service needs.
14. Conducting contract negotiations with vendors or control agencies.
15. Leading product and service acquisition Request For Proposal (RFP) processes.
16. Managing IT purchasing in compliance with procurement policies and procurement plans.
17. Preparing and presenting presentations to various audiences.
18. Facilitating stakeholder meetings to improve workflow processes, coordinate changes, facilitate regular information sharing, communicate priorities, and provide direction to staff.
19. Developing and managing customer expectations in collaboration with staff and customers.
20. Developing staff in order to support technologies and enhance service offerings.
21. Providing guidance and direction to subordinate staff to meet organizational goals.
22. Directing staff in developing customer service levels by setting and communicating standards and monitoring performance through customer evaluations and feedback.
23. Assigning and delegating work to subordinate employees.
24. Ensuring compliance to information security policies, standards, and guidelines.

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**Use the following scale and instructions to rate Questions 25 through 37:  
In responding to each statement, you may refer to your FORMAL EDUCATION,  
FORMAL TRAINING, OR WORK EXPERIENCE**

**Years of experience**

- ***I have applied this knowledge or ability in a work setting for more than 5 years.***
- ***I have applied this knowledge or ability in a work setting for at least 3 years but less than 5 years.***
- ***I have applied this knowledge or ability in a work setting for at least 1 year but less than 3 years.***
- ***I have applied this knowledge or ability in a work setting for less than 1 year.***
- ***I do not possess this knowledge or ability.***

25. Ability to assign and delegate work to others.
26. Ability to monitor the work of others to ensure that it meets quality, quantity, and timeliness standards.
27. Ability to plan, organize, lead, and oversee the work activities of others.
28. Ability to establish and maintain priorities and expectations with others.

29. Ability to develop policies and procedures to provide for the effective operation of the organization.
30. Knowledge of Equal Employment Opportunity (EEO) policies to ensure compliance and maintain a work environment free from harassment and discrimination.
31. Ability to lead organizational change.
32. Ability to facilitate teams and groups to meet organizational goals and objectives.
33. Ability to plan, coordinate, and direct the activities of IT staff to deliver customer services.
34. Ability to facilitate meetings with stakeholders (e.g., Subject Matter Experts, staff, vendors, etc.) to resolve complex IT related problems.
35. Ability to develop presentations for delivery to various audiences.
36. Ability to lead others in supporting the organization's mission and/or vision.
37. Ability to work with stakeholders at all levels to achieve the organization's strategic direction, goals, and objectives.

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## **DPM II ONLY**

***Use the following scales to rate Questions 38 through 52:***

***Years of Experience:***

- ***More than 5 years experience performing this task***
- ***Over 3 years to 5 years experience performing this task***
- ***1 to 3 years experience performing this task***
- ***Under 1 year experience performing this task***
- ***No Experience/Training***

***Level at which the task was performed:***

- ***Supervised and/or trained others on task***
- ***Performed task as a lead or as an expert***
- ***Worked independently on task***
- ***Worked under direction on or assisted with task (e.g., managers, leads, instructors)***
- ***Not performed***

38. Reviewing and recommending improvements or alternatives to product and/or service delivery offerings.
39. Developing justifications for additional IT resource needs in support of business objectives.
40. Coordinating staff to minimize service disruptions in managing IT outages in accordance with established practices.
41. Performing and coordinating regular updates, testing, and continuous improvement of Disaster Recovery Plans.
42. Providing project leadership/oversight to ensure successful project delivery.
43. Managing projects using established industry standards, methodologies, and best practices to meet customer business needs.
44. Developing work breakdown structures and assigning resources to meet

ongoing activity and project needs.

45. Managing project risks and issues including the development of risk mitigation strategies.

46. Approving project and organization deliverables to ensure work quality and policy compliance.

47. Consulting with customers on business needs and procurement of IT solutions.

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48. Reviewing and approving statements of work containing technical requirements, business requirements, tasks, performance standards, deliverables, evaluation criteria to meet operational and service needs.

49. Developing and executing department IT succession planning activities including skills assessment, gap analysis, and workforce planning.

50. Administering provisions of EEO and Americans with Disabilities Act.

51. Ensuring adherence to EEO and personnel guidelines in hiring and recruiting processes.

52. Recruiting, interviewing, selecting, and hiring staff for the organization.

**Use the following scale and instructions to rate Questions 53 through 67:  
In responding to each statement, you may refer to your FORMAL  
EDUCATION, FORMAL TRAINING, OR WORK EXPERIENCE.**

**Years of Experience:**

• I have applied this knowledge or ability in a work setting for more than

5 years.

• I have applied this knowledge or ability in a work setting for at least 3 years but less than 5 years.

• I have applied this knowledge or ability in a work setting for at least 1 year but less than 3 years.

• I have applied this knowledge or ability in a work setting for less than 1 year.

• I do not possess this knowledge or ability.

53. Knowledge of principles, practices, and trends of strategic and tactical planning.

54. Knowledge of principles, practices, and trends of organizational management.

55. General knowledge of IT procurement processes to justify and secure resources.

56. Ability to manage the performance of contract vendors, consultants, and technical specialists.

57. Ability to resolve performance problems with staff.

58. Ability to determine and apply appropriate disciplinary action to employees in the organization.

59. Ability to evaluate staff performance using objective measures to provide feedback and guidance.

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60. Knowledge of project management methods and techniques to effectively oversee projects to successful conclusion.

- 61. Knowledge of project oversight principles, policies, techniques, and methods in order to ensure the successful completion of projects.
- 62. Knowledge of the System Development Life Cycle (SDLC) principles and best practices.
- 63. Ability to apply the principles of information security as they relate to the protection of IT assets.
- 64. Knowledge of IT governance, principles, and guidelines.
- 65. General knowledge of the various IT disciplines and functions such as network administration, application development, servers and systems, mainframe administration, business consulting, helpdesk services, and database administration.
- 66. Ability to develop and establish IT tactical directions.
- 67. Ability to interpret and apply the department's strategic plan (e.g., mission, vision, values, goals and objectives) to align unit and section goals with organizational direction.